ET420197722 US

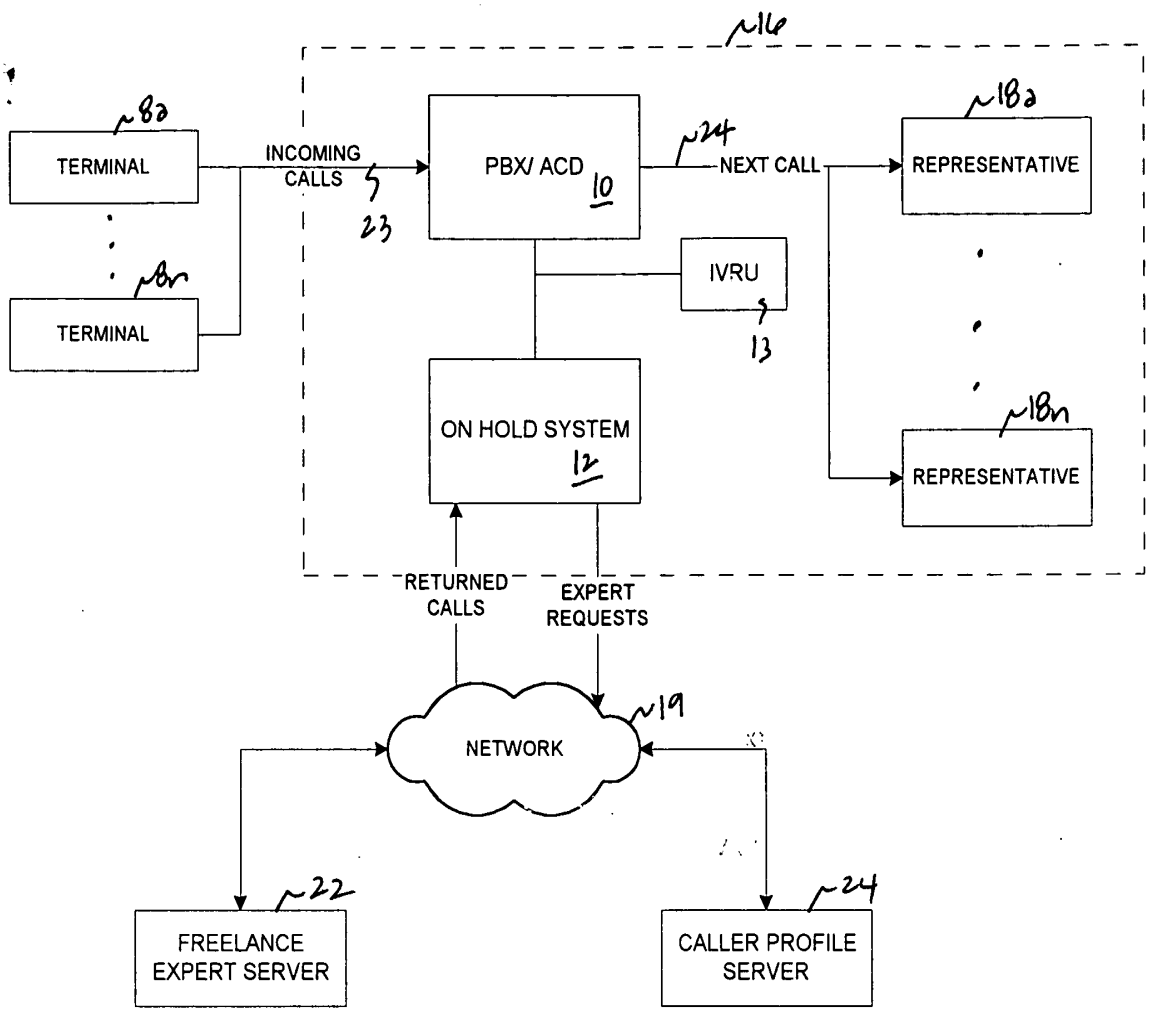

FIGURE 1

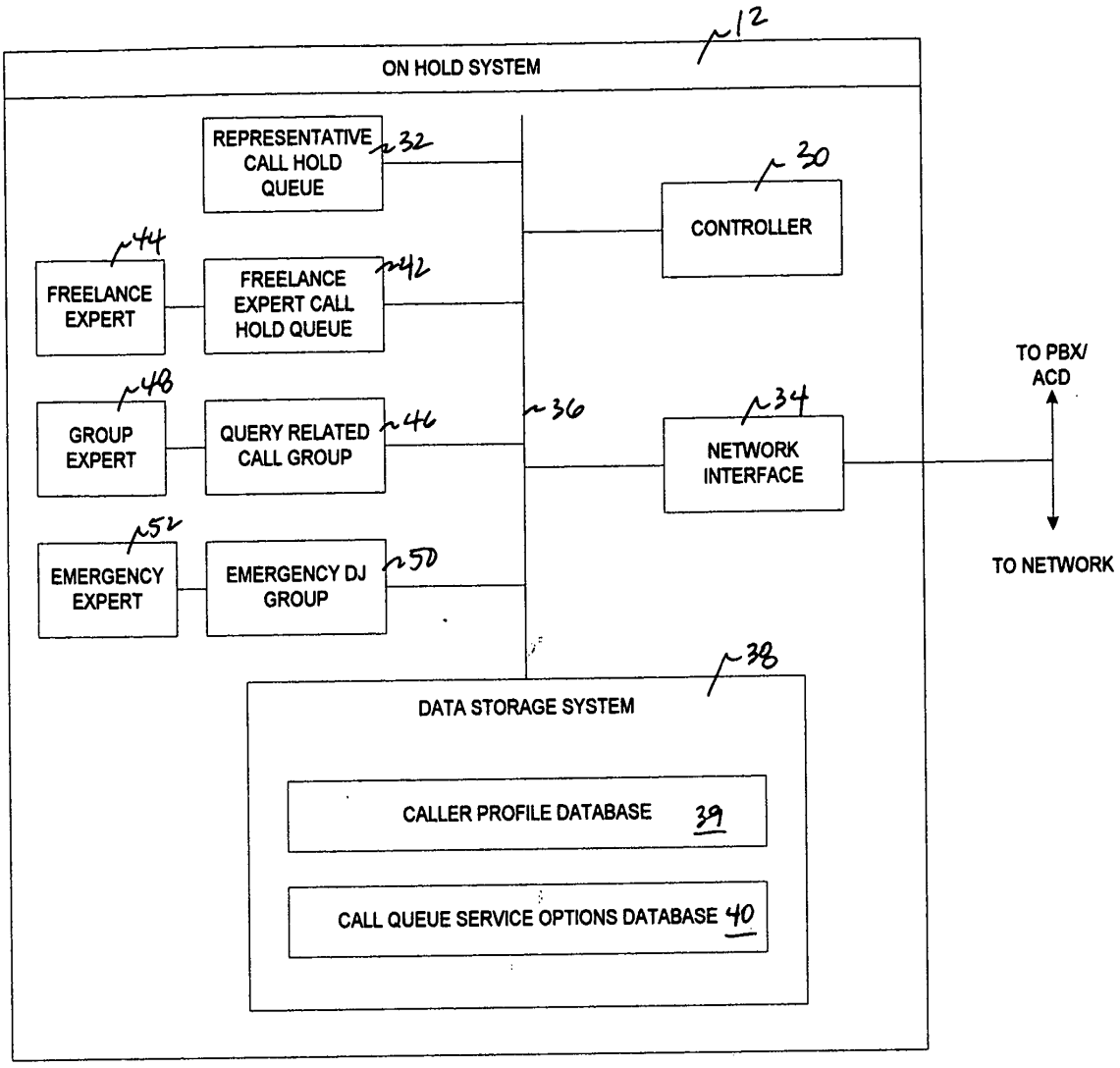
12
ON HOLD SYSTEM
REPRESENTATIVE CALL HOLD QUEUE
32
CONTROLLER
30
FREELANCE EXPERT
44
FREELANCE EXPERT CALL HOLD QUEUE
42
GROUP EXPERT
48
QUERY RELATED CALL GROUP
46
36
NETWORK INTERFACE
34
TO PBX/ ACD
TO NETWORK
EMERGENCY EXPERT
52
EMERGENCY DJ GROUP
50
DATA STORAGE SYSTEM
38
CALLER PROFILE DATABASE 39
CALL QUEUE SERVICE OPTIONS DATABASE 40

FIGURE 2

~60

REPRESENTATIVE CALL HOLD QUEUE		
POSITION	**CALLER ID**	**OPTION**
1	5120001111	MUSIC
2	5120002222	FREELANCE #4
3	5120003333	EMERGENCY
4	5120004444	EMERGENCY
5	5120005555	EMERGENCY
6	5120006666	PRINTER GROUP
7	5120007777	MODEM GROUP
8	5120008888	FREELANCE #4
9	5120009999	PRINTER GROUP

FIGURE 3

~70

FREELANCE EXPERT CALL HOLD QUEUE		
POSITION	**CALLER ID**	**QUERY**
1	5120002222	HARDWARE A
2	5120008888	HARDWARE A

FIGURE 4

~80

QUERY RELATED CALL GROUP DATABASE		
PARTICIPANT ID	**CALLER ID**	**BROADCAST QUEUE**
006	5120006666	5
009	5120009999	-

FIGURE 5

~90

EMERGENCY DJ GROUP DATABASE		
PARTICIPANT ID	**CALLER ID**	**QUESTION QUEUE**
003	5120003333	2
004	5120004444	1
005	5120005555	4

FIGURE 6

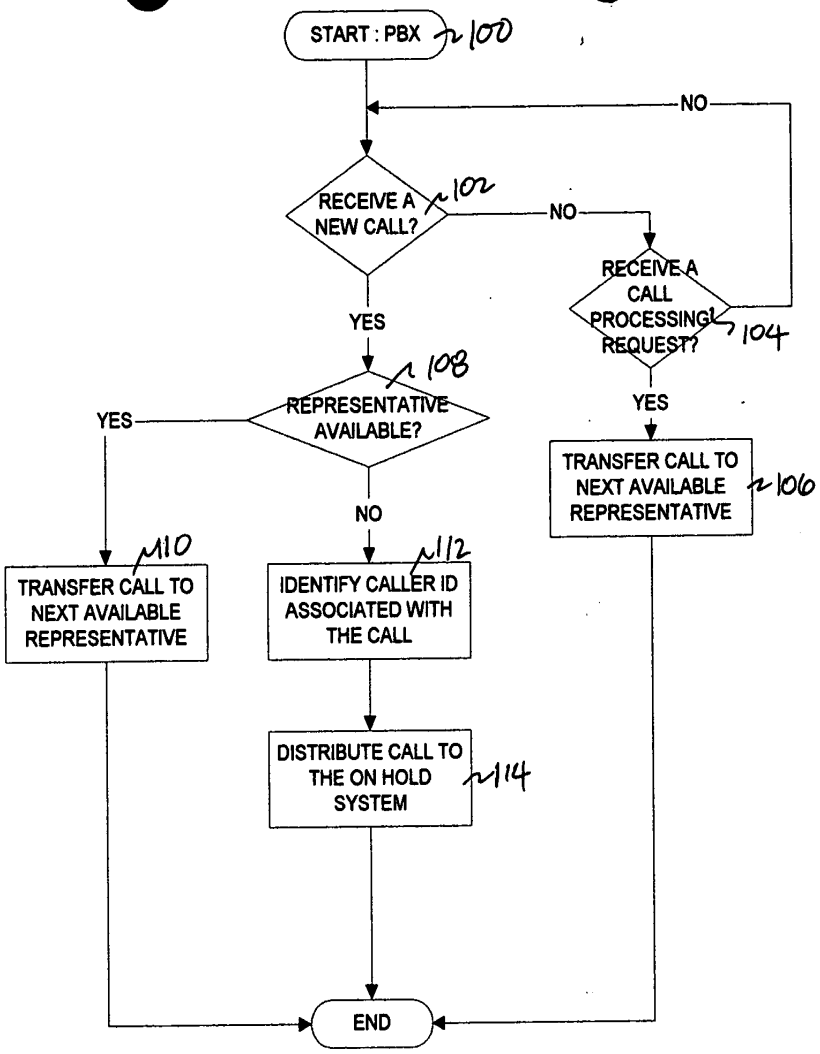
START : PBX
100
NO
RECEIVE A NEW CALL?
102
NO
RECEIVE A CALL PROCESSING REQUEST?
104
YES
YES
108
REPRESENTATIVE AVAILABLE?
YES
TRANSFER CALL TO NEXT AVAILABLE REPRESENTATIVE
106
NO
110
112
TRANSFER CALL TO NEXT AVAILABLE REPRESENTATIVE
IDENTIFY CALLER ID ASSOCIATED WITH THE CALL
DISTRIBUTE CALL TO THE ON HOLD SYSTEM
114
END

FIGURE 7

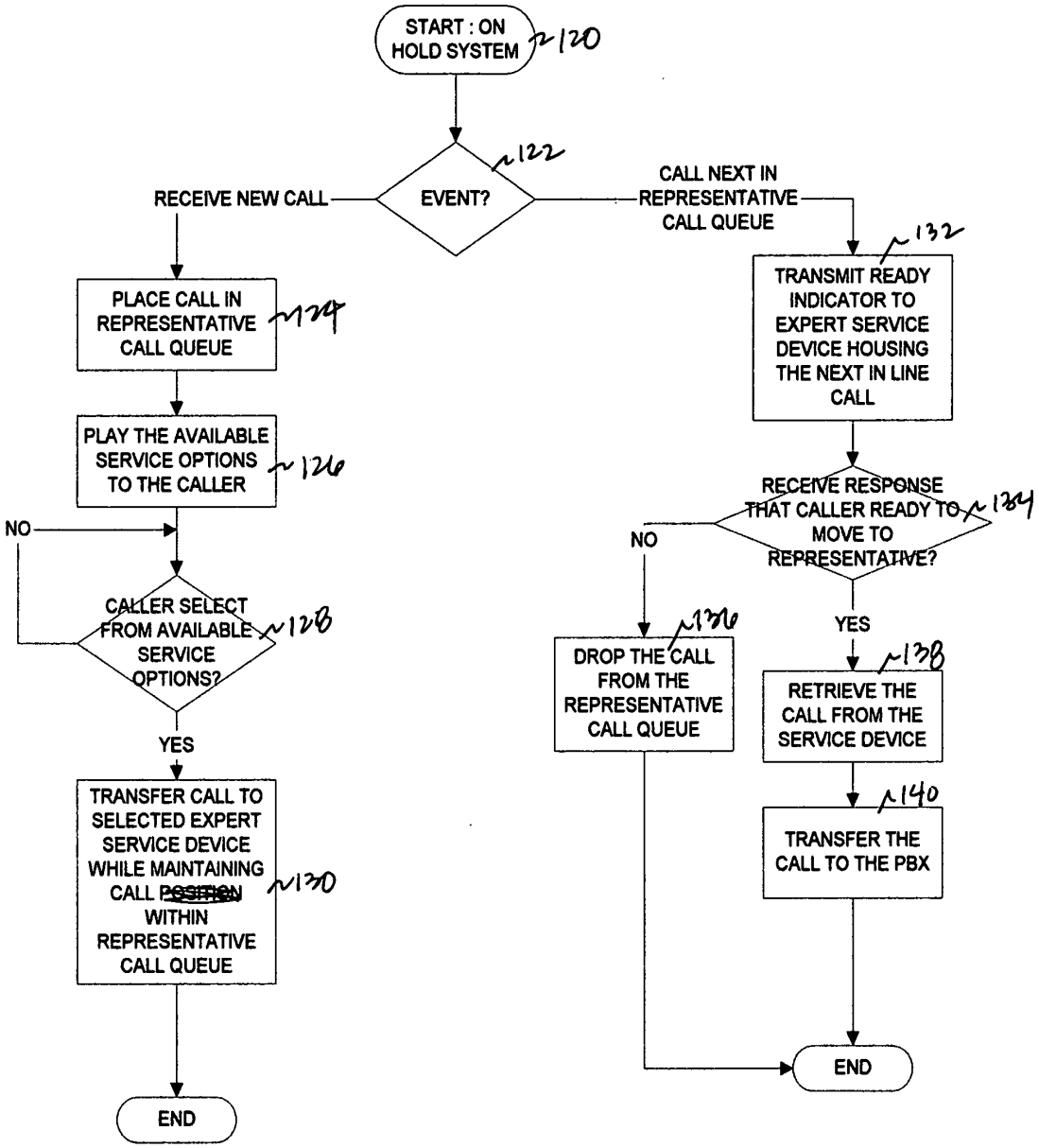
START : ON HOLD SYSTEM
120
EVENT?
122
RECEIVE NEW CALL
CALL NEXT IN REPRESENTATIVE CALL QUEUE
PLACE CALL IN REPRESENTATIVE CALL QUEUE
124
PLAY THE AVAILABLE SERVICE OPTIONS TO THE CALLER
126
NO
CALLER SELECT FROM AVAILABLE SERVICE OPTIONS?
128
YES
TRANSFER CALL TO SELECTED EXPERT SERVICE DEVICE WHILE MAINTAINING CALL POSITION WITHIN REPRESENTATIVE CALL QUEUE
130
END
TRANSMIT READY INDICATOR TO EXPERT SERVICE DEVICE HOUSING THE NEXT IN LINE CALL
132
RECEIVE RESPONSE THAT CALLER READY TO MOVE TO REPRESENTATIVE?
134
NO
YES
DROP THE CALL FROM THE REPRESENTATIVE CALL QUEUE
136
RETRIEVE THE CALL FROM THE SERVICE DEVICE
138
TRANSFER THE CALL TO THE PBX
140
END

FIGURE 8

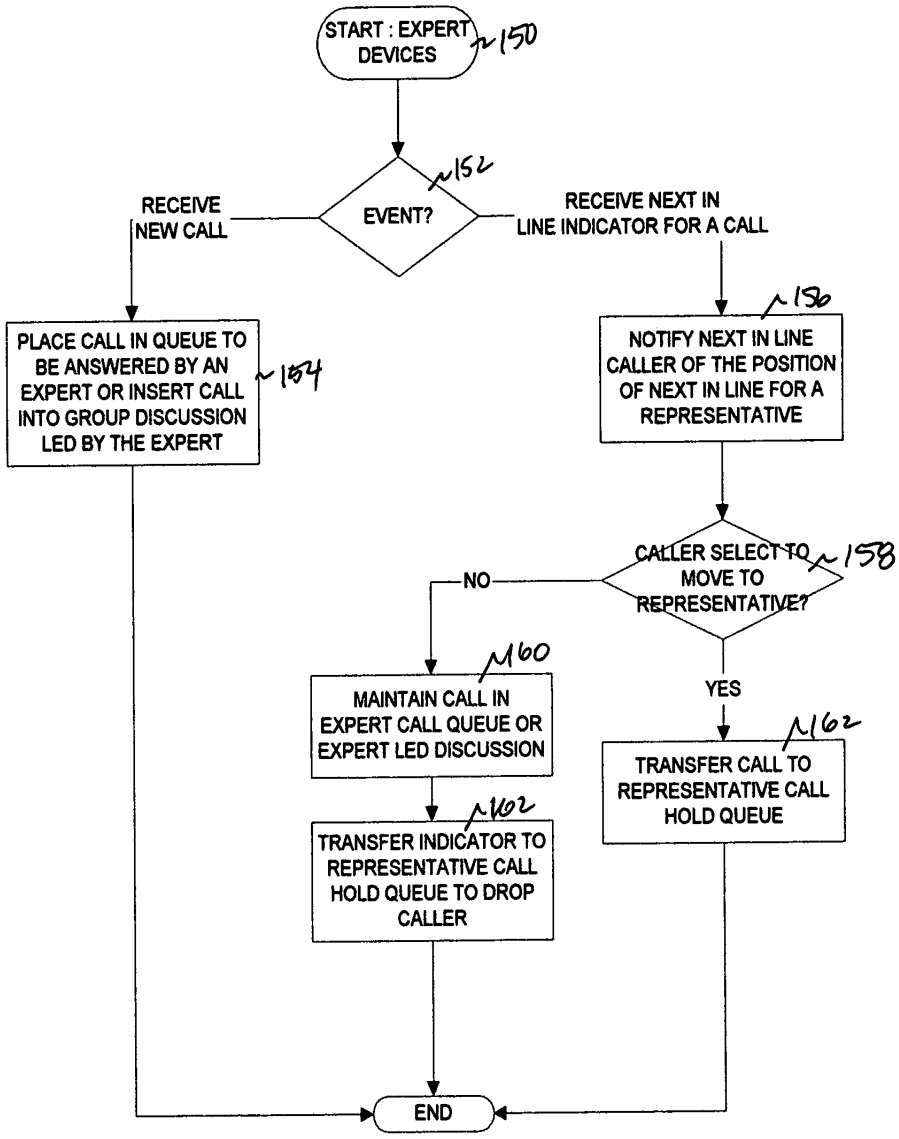
START : EXPERT DEVICES
150
EVENT?
152
RECEIVE NEW CALL
RECEIVE NEXT IN LINE INDICATOR FOR A CALL
PLACE CALL IN QUEUE TO BE ANSWERED BY AN EXPERT OR INSERT CALL INTO GROUP DISCUSSION LED BY THE EXPERT
154
NOTIFY NEXT IN LINE CALLER OF THE POSITION OF NEXT IN LINE FOR A REPRESENTATIVE
156
CALLER SELECT TO MOVE TO REPRESENTATIVE?
158
NO
YES
MAINTAIN CALL IN EXPERT CALL QUEUE OR EXPERT LED DISCUSSION
160
TRANSFER INDICATOR TO REPRESENTATIVE CALL HOLD QUEUE TO DROP CALLER
162
TRANSFER CALL TO REPRESENTATIVE CALL HOLD QUEUE
162
END

FIGURE 9